

IMPOUND FREQUENTLY ASKED QUESTIONS (FAQ)

General Tow

- ***Why was my vehicle impounded?***

See Colorado Springs Municipal Code 10.25.101, Authority to Impound Vehicles. Some common reasons include:

- Traffic accident where owner is transported to the hospital, leaving the vehicle unattended
- Disabled vehicles causing traffic hazards
- Illegal parking
- A vehicle is left parked in the same place upon a street, highway or alley continuously for a period of 72 hours. Vehicles not moved within 72 hours are considered abandoned. This is often the result of a neighborhood complaint.
- The driver of the vehicle is taken into custody by the Police Department and the vehicle would be left unattended.
- The driver of the vehicle is reasonably suspected of using license plates or a license permit unlawfully, misusing the license plates or license permit issued to the driver, or a vehicle is driven or parked upon a street, highway or alley without proper license plates or license permit, or driven or parked with an invalid or expired license permit.
- The vehicle is involved in a criminal investigation. In this instance, it may be held as "evidence" for an extended period of time.

- ***How much will it cost?***

Fees are subject to change and are determined by Ordinance of the City Council of Colorado Springs and the Public Utilities Commission (PUC). Towing Charges vary and represent a minimum charge. Maximum hourly rates are set by the PUC for tow truck and driver, and are billable in ¼ hour increments after the first hour.

The Impound charges a one-time impound fee for every vehicle impounded, as well daily storage rates for every day the vehicle is in impound (excludes weekends, City holidays, and any other closure days). Please use the vehicle fee search function on the front page of the Impound site to determine your vehicle's fees by inputting your entire VIN. Fees must be paid in full at the time of pickup.

- ***What type of payment is accepted?***

We accept credit cards (MasterCard or Visa ONLY) and cash. We do not accept personal checks.

- ***What are the Impound Facility hours of operation?***

The Impound Facility is open Monday through Friday, 8:00 AM – 5:00 PM. If driving your vehicle out, arrive at the Impound Facility **by 4:30 PM** with all your paperwork to ensure vehicle removal by 5:00 PM.

If having your vehicle towed out, the tow truck must be on-site at the Impound Facility **before 4:00 PM** to process the tow.

The busiest days are Mondays and Fridays, and the busiest times on any day are from 8:00 AM – 9:00 AM and from 4:00 PM – 5:00 PM. To avoid prolonged waiting, it is best to arrive at alternative days/times.

If you arrive during normal business hours and the doors are locked, the technicians are assisting other customers and will return as soon as possible.

Personal property releases are not conducted after 4:00 PM.

- ***I was pulled over by Fountain PD/El Paso County Sheriff's/State Patrol, do you have my vehicle?***

No. The Colorado Springs Police Department Impound Facility has vehicles impounded by the Colorado Springs Police Department only. Unless the vehicle was part of an outside agency assist, you will need to contact the agency where the stop/tow occurred.

Fountain PD: 719-385-8555

El Paso County Sheriff Dispatch: 719-390-5555

Colorado State Patrol Dispatch: 719-544-2424

- ***What if I'm not a licensed driver?***

You will need to bring a licensed driver with you to drive your vehicle out. The owner of the vehicle must still present current registration, insurance and valid identification. You must also bring a licensed driver to drive the vehicle you arrived in. You may also have the vehicle towed out instead.

- ***Someone borrowed my car and got it impounded. Am I responsible for fees?***

Yes. You are responsible for your vehicle and all fees incurred by the actions of those with access to your vehicle. If your vehicle was **stolen**, you need to immediately report the motor vehicle theft to the police at 444-7000. You may be responsible for fees

even if you have a valid motor vehicle theft case number if you waited to report your stolen vehicle.

- ***I was told my vehicle was on Hold, what do I do?***

If your vehicle is being held for evidence by the Colorado Springs Police Department, you will need to contact the officer responsible for the hold. If your vehicle is being held for evidence by the District Attorney's Office, you will either need to wait until the disposition of the case, or contact the District Attorney's Office to inquire about the status of your vehicle. You can contact the Impound Facility to determine what agency is holding the vehicle.

If your vehicle is on hold, you cannot view, remove property, or claim your vehicle until the hold is released by all holding agencies. The Impound Facility must receive all proper paperwork regarding property or vehicle releases directly from the holding agency. You may not necessarily claim your vehicle immediately after a court decision since additional research must be completed before the release, and there may be additional holding agencies.

All hold releases must be received in writing from the holding agency. Verbal or telephonic releases will not be accepted. Evidence releases or Court orders brought in by vehicle owners require verification before any release is processed.

- ***I feel my vehicle was towed illegally and/or I want to contest the fees. What can I do?***

If you would like to dispute the legality of your tow or your fees, you have the right to a Post-Tow hearing in Municipal Court. Bring your current registration or title and file a written request in person at the Colorado Springs Municipal Court, 224 E. Kiowa St. Room 108, within 10 days of the date you received notice that your vehicle was impounded. This does not apply to any vehicle towed for evidence pending further investigation. Failure to submit a timely request or to attend a scheduled hearing shall be deemed a waiver of the right to such a hearing.

- ***What happens if I do not retrieve my vehicle?***

Per CRS 10.25.106, if after 30 days no claim of ownership or right to possession has been made, the vehicle may be sold at auction.

Vehicle and Property Releases

- ***Can someone other than the owner claim the vehicle?***

You may assign a designated agent to obtain your vehicle with a power of attorney or notarized statement giving them permission to remove the vehicle from the Impound facility, or sign it over to a PUC licensed tow company.

Authorized agents must still present all required vehicle ownership paperwork outlined below.

Vehicles registered in a business name can be released with documentation that authorizes the individual claiming the vehicle (notarized statement on letterhead giving permission for individual to obtain vehicle OR current business listing with the Secretary of State showing authorized agent).

- ***What will I need to drive my vehicle out?***

Owner must present ownership paperwork including:

- Valid current vehicle registration
- Valid current vehicle insurance
- Valid current vehicle driver's license

- ***What will I need to tow my vehicle out?***

Owner must present ownership paperwork:

- Valid current vehicle registration OR
- Valid current title in owner's name.
- Secure and Verifiable ID (see Forms above)

Owner or agent must arrange for a PUC licensed tow company to tow the vehicle from the Impound facility. The tow company must be on-site at the Impound facility before 4:00 PM to tow the vehicle that same day. If the tow company does not arrive by 4:00 PM, the tow company must return the next business day and another daily storage fee will accrue.

- ***What will I need to get a motorcycle out?***

Owner or owner's agent/designee must present same ownership paperwork as required to drive/tow a vehicle out.

In addition, to drive a motorcycle out, the owner or owner's agent/designee must present a valid driver's license with a motorcycle endorsement.

A motorcycle may be pushed out of the gate and loaded on a trailer in the parking lot if the owner does not have a motorcycle endorsement, or if the motorcycle will not start but will roll.

If the motorcycle will not start or roll, it must be towed out.

- ***My insurance company is taking the vehicle, what do I have to do?***

You will need to do one of the following:

- Come to the Impound Facility with current registration OR original title and your driver's license to sign your vehicle over to insurance
- Email us a notarized statement at Impoundrelease@springsgov.com releasing your vehicle to your insurance company, along with a copy of current registration or the title (front and back).

- ***What if I just want to get my property out?***

We assume all property inside a vehicle belongs to the owner of the vehicle unless there is evidence of other ownership. You will need to show proof of ownership of the vehicle to claim personal property.

Personal Property Release Procedures

- 15 minute time limit
- One-time only visit
- No removal of anything that belongs or is attached to the vehicle (nailed, wired, bolted, screwed, etc.)
- You may take pictures of your vehicle; however, you must stay within the 15 minute time frame and you may only take photos of your vehicle.
- No Personal Property releases after 4:00 PM.

If you are not the owner of the vehicle, but have items inside the vehicle, you can do one of the following:

- If your name is on the property or you have other verifiable proof of ownership, you can show valid ID and we will remove the item for you.
- You can present a signed, notarized statement from the vehicle owner giving you permission to remove items from the vehicle, along with the ownership paperwork in the name of the owner.

- ***My vehicle won't start, what are my options?***

If your vehicle will not start on the lot, you may bring in a jump-box to attempt to jump start the battery. If this does not work, you must have your vehicle towed.

In the interest of safety, and the concern for liability and environmental reasons you may not change tires, replace the battery, add, or remove any fluids (including gasoline), and you may not drive another vehicle in to jump-start your vehicle. You may not push your vehicle off the lot or push-start your vehicle.

If your vehicle is deemed not drivable for any reason, it must be towed out.

- *The owner is deceased, how can I get the vehicle/property out?*

Document link: [REQUIREMENTS FOR RELEASE WHEN OWNER IS DECEASED](#)

- *My spouse alone is the titled/registered owner of the vehicle. Can I claim the vehicle without my spouse being present?*

No. Without a notarized statement or Power of Attorney from your spouse we can only return to you items located in the vehicle that bear your name. Even though Colorado is a Community Property State it does not extend to the release of impounded vehicles. Our policies are in place to protect the interest of the vehicle owner. We are unable to establish or verify the status of your relationship or any pending divorce actions or property settlements.

Auctions

- *How does the auction work?*

After the legally required holding period, unclaimed vehicles meeting the criteria for public sale are offered through online auctions to the general public. CSPD Vehicle Auctions will be conducted online weekly as vehicles are available. The online auction will be facilitated by Colorado Springs Utilities and vehicles will be offered for sale through one of two sites: www.publicsurplus.com or www.govdeals.com. All interested bidders must register online through each site and may search for vehicles offered by "Colorado Springs Utilities". Once a vehicle is offered for auction, it is no longer subject to claim by an owner/interested party.

All vehicles will be sold AS-IS at the auction unless they are picked up by the registered owner or lien holder prior to the sale.

The City of Colorado Springs reserves the right to reject any or all bids.

- *How can I view the vehicles?*

Online, the vehicles may be viewed at:

www.PublicSurplus.com	www.GovDeals.com
<ul style="list-style-type: none">• On righthand side, under "Browse auctions within area":<ul style="list-style-type: none">○ Select Region - Go to Colorado○ Select Agency - Go to Colorado Springs Utilities	<ul style="list-style-type: none">• Top left, under Searches drop down menu, select "Advanced Search":• Under the Seller box scroll to Colorado Springs Utilities Investment Recovery

<p>Equipment</p> <ul style="list-style-type: none"> Click on View All Auctions for COLORADO SPRINGS UTILITIES - EQUIPMENT 	<ul style="list-style-type: none"> Click on the Search button and you will see all items listed by CSU through Gov Deals
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To view a vehicle in person, once it has been listed for online auction, the public may call 719-668-7628 to schedule an appointment. Appointments are required.

- How do I pay for the vehicle?*

Payments are online only through the online auction platform. Buyers have one week to pay. All payment questions should be directed to Colorado Springs Utilities.
- How do I claim the vehicle?*

Buyers have two weeks to claim vehicles purchased through the online auction. All vehicles without keys or non-running MUST BE TOWED. All viewings/inspections, and pick-ups are appointment only through Colorado Springs Utilities.
- Do you auction motorcycles and bicycles?*

Motorcycles are auctioned through the same process as vehicles. Bicycles are no longer sold at public auctions, but are donated to a charitable organization.

Other helpful links

State Department of Revenue: <https://www.colorado.gov/dmv>

El Paso County Motor Vehicle: <https://clerkandrecorder.elpasoco.com/>

Colorado State Judicial Site: <https://www.courts.state.co.us/>